

**Espanola/Rio Arriba
E-911 Board of Directors Meeting
City of Espanola Council Chambers
December 3, 2014**

I. Call to Order

Chairman, Rio Arriba County Commissioner Alfredo Montoya calls the E-911 Board of Director's Meeting to order and welcomes everyone to City of Espanola, City Council Chambers on the 3rd day of December, 2014 at 10:08 AM.

II. Roll Call

Chairman Montoya requests roll call of the members present. Director Marti Griego conducts a roll call and confirms that a quorum is present.

Present:

Chairman:	Commissioner Alfredo Montoya	Rio Arriba County
Vice-Chair:	Counselor Ron Russom	Village of Chama
Members:	Emergency Manager Mateo DeVargas	Rio Arriba County
	DPS Director Chief Richard Gallegos	City of Espanola
	City Manager Kelly Duran	City of Espanola
	Captain Robert Thorton	New Mexico State Police D-7
	Officer Mike Cata	Okay Owingeh Police Dept.
	<i>in lieu of Chief Donovan Trujillo</i>	
	Supervisor Phillip Salazar	Jicarilla Apache Nation
	<i>in lieu of Police Chief Kendal Vecinti</i>	

Staff:

- Director Marti Griego
- Admin. Asst. Joshua Archuleta
- Admin. Asst. Petra Martinez
- Shift Supervisor Joe Crofts
- Shift Supervisor Robby Trujillo
- Terminal Agency Coordinator Fernando Andrade
- Asst. Terminal Agency Coordinator Veronica Quintana
- Communication Specialist Meranda Borrego
- Communication Specialist Julie Dosten
- Communication Specialist Alejandro de la Rosa
- Communication Specialist Adam Hernandez
- Communication Specialist Edwin Olsen
- Communication Specialist Lonnie Montoya
- Secretary Katerie Calvert

Attendees:

- Rio Arriba Assistant County Manager David Trujillo
- Rio Arriba County Interim Fire Marshal Ralph Martinez
- Rio Arriba County IT Raymond Ortiz
- Espanola Police Department Deputy Chief Miguel Maez
- Rio Arriba County Sheriff James D. Lujan

III. Approval of Agenda

Chairman Montoya presents the Board with the 911 Board of Director's Meeting Agenda and calls for any changes. Director Griego requests to move Santa Fe County from Unfinished Business to the top of New Business, due to two of her staff members that need to be excused early to attend a training occurring in Dispatch. Chairman Montoya entertains a motion of approval by the Board.

**Motion to approve Agenda as amended was made by Mr. Phillip Salazar
Second by Vice-Chair Counselor Russom
No Discussion
Approved Unanimously**

IV. Approval of Minutes – September 3, 2014

Chairman Montoya presents the minutes for the September 3, 2014, 911 Board of Director's Meeting for approval and calls for a motion.

**Motion made by Vice-Chairman Russom to approve Minutes as presented
Second by Emergency Manager DeVargas
No Discussion
Approved Unanimously**

V. 911 Staff Presentation

Chairman Montoya yields the floor to Director Marti Griego

Director Griego along with the E-911 Board and Staff acknowledge Chairman Montoya for his years of service, dedication and loyalty to the Espanola/Rio Arriba E-911 Center. A plaque of appreciation was presented to Chairman Montoya for his hard work and dedication.

Chairman Montoya expresses his gratitude to Director Griego, E-911 Board and especially to the E-911 Director and staff for all their hard work and dedication given to the center year round. He commends them on the excellent job performed on a daily basis.

VI. New Business

A. Santa Fe County

Chairman Montoya yields the floor to Director Griego for a presentation to the Board.

Director Griego states that there was a structure fire that took place in Rio Arriba County and a news segment was aired on Channel 4 News about a month ago. The video from the news cast will be playing for the Board and in it they will hear E-911 Communication Specialist Julie Dosten take and transfer a 911 call to Santa Fe County, where the phone rings approximately 10 times before a dispatcher

answers the 911 transfer. During that time dispatcher Dosten tries to calm the caller as best as she could.

[Video was played for the E-911 Board]

Chairman Montoya commends Communication Specialist Dosten on a job well done and the Board determines the implications of the newscast will be discussed in Executive session later in the Board Meeting.

Mr. Raymond Ortiz ascertains if there have been any changes of procedures set in place since this incident occurred.

Director Griego states there are procedures in place that, when a call such as this comes in, we page out the required responders; even if we have to transfer the call to Santa Fe County. She informs the Board that, furthermore, when she first started 18 years ago, we were able to page out Chimayo Fire. Since then, they allowed Chimayo to choose who they wanted to page them out and they chose Santa Fe County. Currently, they are trying to set up a meeting with the County Manager of Santa Fe to further address this issue, but both the Mayor and she have tried several times with no avail. Santa Fe County pulled out of the JPA and one-third of the City of Espanola is within Santa Fe County. Another issue is that some citizens call the non-emergency lines to contact our Dispatch Center with an emergency and not call 911 because the towers were routed to Santa Fe and they will have to wait for a Santa Fe County response.

Chairman Montoya states these governmental entities that represent these areas need to address these issues due to the potential of physical liabilities. Santa Fe has chosen to take a route that is not safe for the residents that are in the Chimayo and surrounding areas that are in easy reach for our resources. Santa Fe has taken a position that leaves Rio Arriba County in a difficult situation.

Director Griego adds that the calls that originate from the area of the Dream Catcher and Sombrillo, also are being sent to Santa Fe County when Rio Arriba resources are just minutes from that area. The health and welfare of the citizens, not the statistics, need to be taken into consideration. Santa Fe and Rio Arriba Counties met in 2010 and Rio Arriba requested the towers be transferred from Santa Fe to our center but they did not want to do that. The director of Santa Fe E-911 Center also asked Director Griego that she not go on the air with the newscaster, regarding these issues. This was discussed with Chairman Montoya, and the agreement was met, but come to find out the Santa Fe Director actually did end up going on the air after he said he would not. These issues need to be resolved because there has already been another incident, in which it involved a person trapped in a vehicle that was being flooded. It is best this gets resolved, for not only the staff and the extra stress it puts on them, but the residents of that area.

Mr. Ortiz states that maybe there should be some type of awareness of this matter made to the residents, so they can possibly relay this issue to higher government in Santa Fe County. Also so they can understand the importance of this matter and it not continue to be an ongoing political issue and never get resolved.

Chairman Montoya states that is an excellent suggestion and requests Director Griego to follow up on that.

B. Resolution No. 01-2015 - 2015-2016 Holiday Calendar

Chairman Montoya yields the floor to Director Griego to present Resolution No 01-2015 to the 911 Board.

Director Griego informs the Board that this is 2015 Holiday Calendar for the E-911 Center, which follows the City of Espanola (Fiscal Agent) Holiday Calendar; this is a required yearly approval by the Board.

[Resolution No. 02-2015 included in Board Packet]

Chair Montoya entertains a motion of approval by the Board.

**Motion made by City Manager Kelly Duran
Second by Officer Mike Cata
No Discussion
Approved Unanimously**

C. Resolution No. 02-2015 - 2015 Notice Meeting Requirements

Chairman Montoya yields the floor to Director Griego present Resolution No. 02-2015 to the 911 Board.

Director Griego presents the 2015 E-911 Board Meeting schedule that will also be available to the public.

[Resolution No. 02-2015 included in Board Packet]

Chairman Montoya entertains a motion of approval by the Board

**Motion made by Mr. Phillip Salazar
Second by Emergency Manager DeVargas
Discussion:**

Vice-Chairman Russom states that this is approved yearly and he always like to assure with the Director that this is enough meetings to address all the issues. He believes the meetings are frequent enough to address all issues.

Director Griego adds that the meetings are fairly frequent and if there is a need for a special meeting a three day notice will be sent to the Board.

Chairman Montoya adds that the reason for only having meetings quarterly is because the Director has a hand on all that is going on and if there is a need for the special meeting she will do so. The

Board is just here to assure the decisions that Director Griego is making.

Approved Unanimously

D. Transfer of Property Request to NM DoIT.

Chairman Montoya yields the floor to Director Griego.

Director Griego presents to the Board a transfer of property to NM DoIT. She informs the Board that they have graciously provided us with a brand new radio and other equipment that was needed. The property being transferred is the old, outdated radio system which was replaced and no longer needed by ERA911. NM DoIT supports several of these radios and can part out the equipment to keep their system running until they purchase new system for all their departments. She adds that the installation process of the new radio started September 17th and was completed on October 2nd. There were a few issues in the beginning but we were able to resolve them.

[Included in Board Packet is a copy of the Assets Transfer Form in the amount of \$10,000]

City Manager Duran motions to approve this item with discussion.

Second made by Vice-Chairman Russom.

Discussion:

City Manager Duran states he wants to help facilitate this approval as it is a public body to a public body. Had this been a transfer to another entity, other than a public body, it would not have been approved.

Chairman Montoya states some of this equipment is not useful and there is not very much room to store these items, so this is a good way of properly getting rid of them.

Approved Unanimously

E. Admin/SOP Revision

Chairman Montoya yields the floor to Director Griego for presentation to the 911 Board.

Director Griego states that every year the Board reviews and approves any changes that need to be made to the SOP. She presents to the Board the changes that need to be made.

[SOP and Administrative Manual revisions included in 911 Board Packet]

Chairman Montoya entertains a motion of approval by the Board.

Motion Made by Vice-Chairman Ron Russom
Second by City Manager Duran
Discussion:

City Manager Duran asks if the newly hired, temporary employees are allowed any benefits or are the granted benefits when they are changed to probationary employees

Director Griego responds that the employee does not receive benefits until they have been changed to probationary status and completed their training.

Chairman Montoya asks the Board if there is any other discussion and calls for a vote.

Approved Unanimously

F. Pay Out Annual Leave 80 Hours

Chairman Montoya yields the floor to Director Griego for presentation.

Director Griego states this is a yearly action taken to pay out extra annual leave accrual to those employees whom have been unable to take their annual leave due to us being short staffed and they accrued over the designated carry over amount. Furthermore, it is already approved in the ERA911 Center Administrative Manual. She informs the Board that the document has an amount of \$9,000.00 but the most recent amount is approximately over \$7,000.00 due to changes and vacation taken that occurred after the Board Packet was sent out.

[Annual Leave Pay Out Document included in Board Packets]

She informs the Board that this is included so the Board is aware of the Department's expenditure and approves of this course of action.

Chairman Montoya entertains a motion for approval.

Motion Made by Vice-Chairman Ron Russom
Second by Officer Mike Cata
Discussion:

City Manager Duran ascertains if there is a planned amount of how much was being paid out on an annual basis.

Director Griego states there is and this is within our budget; also that it states in the policy that a maximum of 80 hours can be paid out.

Chairman Montoya adds that in this line of work it is not unusual that the employees to accumulate a lot of hours because there is a shortage of staff. This is really an incentive to the employees.

Director Griego adds that this year's payout is a lot less than previous years because the E-911 Center is now currently fully staffed and some of the senior staff is able to take some time off, which was not the case in the earlier part of the year.

City Manager Duran states that the City allows their Public Safety Department to extend their period to use leave to April 1, 2015. So he does understand that these are the employees that are taxed more than anyone else and they should be afforded the opportunity to utilize that leave at a later time or extended time.

Vice-Chairman Ron Russom commends the employees of E-911 because this shows their dedication and it is obvious that the mission and job come first. The communities, the Board and the people certainly do appreciate it.

Director Griego adds that the Rio Grande Sun visited dispatch and interviewed some of the employees for the Thanksgiving holiday and asked the dispatchers what it's like to give up their holidays to work. I think we all know that in this line of work, we do not get holidays and if we do we are on call.

Approved Unanimously

G. Election – Vice-Chairman

Chairman Montoya asks for nominations for the election of the E-911 Board Vice-Chairman position. He informs the Board that it has been practice of this Board that the current Vice-Chairman takes the position of Chairman when it becomes vacant and as this is his last meeting as Chairman of the E-911 Board Counselor Russom will take his place as Chairman and an election needs to be held for the Vice-Chairman. Chairman Montoya yields the floor to Director Griego.

Director Griego informs the Board that in the Joint Powers Agreement, Section 3.83 A and B: the Board shall elect officers that the Board shall require. Board members shall remain voting members of this Board and Board members should be the discussion of each entity.

Chairman Montoya opens the floor to the Board Members for nominations for Vice-Chairman of the Espanola/Rio Arriba E-911 Board of Directors.

Officer Mike Cata states that Ohkay Owingeh nominates Chief Richard Gallegos.

Mr. Phillip Salazar nominates Mr. Mateo DeVargas.

Chairman Montoya asks for any other nominations.

City Manager Kelly Duran states that since Counselor Russom is the new Chairman of this Board, he should nominate someone for the Vice Chairman position.

Chairman Montoya states he will leave that up to Counselor Russom.

Chairman Russom states that due to the amount of Board Members that sit on the board, he feels two nominations are appropriate at this time.

Chairman Montoya closes the nominations and calls for a vote by ballot.

[Vice-Chairman elections were held by secret ballot]

The E-911 Board elected Emergency Manager Mateo Devargas as the Vice Chairman by a narrow margin and will serve as Vice Chair of the Board of Directors, for the E-911 Staff and the incoming Chairman Ron Russom.

Newly appointed Chairman Russom addresses the E-911 Board and states this position will take hard work and dedication and he will do his best.

Vice-Chairman Elect DeVaragas wants to take the time to introduce the Interim Fire Marshal Ralph Martinez and also wants to thank the E-911 Board for the opportunity to serve as Vice-Chairman and states he will do his best to work side by side with newly appointed Chairman Russom.

VIII. Unfinished Business

A. Mid-Year Budget Review

Chairman Montoya yields the floor to Director Griego for a presentation to the Board.

Director Griego states there is a approximate \$38,000 cash balance in the Budget Update Report provided by our Fiscal Agent and it also shows that we have expended about 42% of our annual budget. She informs the Board that she met with the Finance Director about two weeks ago and some line items were a little off but it will get resolved. She also asks the Board to take into consideration that there is new equipment installed and have used a lot of overtime from the overtime budget. She states that this year, staff has worked really hard and has spent a lot of hours training, which is going on almost on a daily basis. Furthermore, there are some encumbrances that need to be removed and a BAR completed but both are still in the process of being resolved and completed due to the installation of new equipment and vendor changes. She states that they always try to stay within their budget and due to a good cash balance from last year, she is confident that we will stay within budget as has been done every year for the past 18.

Chairman Montoya asks the Board if they have any questions at this time for Director Griego and also adds that the County and City are lagging behind on

gross receipts due to the economic state. He states that as we move forward we need to be more careful with our budgets.

City Manager Kelly Duran states for the most part, everything is under budget but there are some line items that exceed and just wants clarification of the miscellaneous account.

Director Griego responds that when 911 Records Requests are processed, there is a small charge as well as some insurance recovery monies that have gone into that line item.

City Manager Duran states that recently, there have been a lot of City of Espanola Directors coming in to do BARS and he commends Director Griego and E-911 staff for doing well on the budget and revenue.

B. Tech Committee Report

Chairman Montoya yields the floor to Emergency Manager DeVargas to present to the Board an update on the Tech Committee.

Emergency Manager DeVargas introduces the Chairman for the Tech Committee, Mr. Raymond Ortiz.

Mr. Ortiz states that one of the main topics of the Tech Committee was the radio system for the Sheriff's Department and getting them all narrow banded. Furthermore, there has been a very open line of communication between all entities and he feels we can accomplish a lot with that.

Emergency Manager DeVargas states there was some monies awarded to the City of Espanola Police Department and Rio Arriba Sheriff's Office in the amount of \$15,000 a piece for their radio systems.

Director Griego states that she will notify Mr. Ortiz when the installation of the new system is complete and that it should be on or around January 8, 2015. Also, the reason that the E-911 center went with NM DoIT for their radio system is for the simple fact that they have given the Center a lot of options.

Mr. Joshua Archuleta adds that using the DoIT system has given us connectivity and access to State sites and has improved a lot of the systems within the center.

Mr. Ortiz states that another issue that was brought to his attention was welfare checks and radio connectivity particularly in the Lindrith area, which is a little concerning because there are some deputies that respond by themselves to that area.

Emergency Manager DeVargas states that the Fire Chief in Lindrith brought up a situation, which they handled 3 weeks ago of a subject burning on Highway 550 at the milepost 104. The complaint made to him was that they

aren't getting welfare checks and have no communication between the dispatch centers. He states that he does not know all the ins and outs to this situation but basically by the time they are getting to the scene either San Juan County or Sandoval County is already on scene. They are requesting welfare checks at least every 30 minutes and to get an update of the situation while enroute..

Director Griego states that there is a policy in place that a welfare checks are done often. She adds that usually these kinds of issues are brought to her attention immediately so that they can be taken care of as soon as possible. Director Griego asks Sherriff Lujan if he has had any problems with welfare checks or dispatch problems to which he advised if there had been problems he would have let her know. There have been no problems with the Sheriff's Department.

Mr. Archuleta adds that the policies in place for welfare checks are practiced daily and on all calls. He adds that they do contact the other Dispatch Center's and asks them for updates, but they do not receive those updates from them. Furthermore, there is radio communications in those areas on the correct repeaters as deputies have gone out there and ran saturation patrols and dispatch has heard them fine.

Emergency Manager DeVargas confirms that two weeks ago himself and Interim Fire Marshal Ralph Martinez were up in the Lindrith area and called on the El Vado Repeater to the E-911 Center and whoever was working that day acknowledged them loud and clear. He adds that he advised Lindrith Fire Chief to try and set up a meeting with you regarding this issue to resolve it and that is the reason why he waited until today to bring it to her attention. Director Griego adds that Chief Gasser usually contacts her immediately when there is a problem and she has not heard from him

Also, he informs the Board that they purchased new radios with in car repeaters for RASO and they are all interchangeable, unlike the old radios they had installed in the units, this was a more expensive route to go, but has better results. He stated that he has spoken to the Sheriff and Undersheriff and they are happy with the in car repeaters at this time. They are evaluating if they will need to purchase some for the northern fire agencies.

Director Griego informs the Board that it is a required weekly task to do test pages and radio checks will all Fire and EMS agencies. She adds that they always want to be proactive and catch radio problems early so they can be addresses immediately.

Mr. Archuleta adds that they have offered training for radios and other items. They have offered to go out to their stations, but have not heard any response back for any of them.

Mr. Ortiz ascertains if with the Director's permission, he can offer that training at the next Fire Association's Meeting so that there can be a resolution on this issue and possibly make the training a requirement.

Emergency Manager DeVargas advised to Board that the Rio Arriba Tech Committee Meetings are on the first Wednesday of every month except on the days when there is a E-911 board meeting.

Chairman Montoya states that he is glad to see that an open line of communication with all the entities and progress is being made.

C. Director's Report

Chairman Montoya yields the floor to Director Griego for her report.

Director Griego thanks the Sheriff from her and the E-911 Center Staff for the removal of the "Red Light" inside dispatch. She informs the Board that the "Red Light's" significance was who was up for the next 911 Call, either RASO or NMSP as with the former Sheriff all calls were rotated. Now with Sheriff Lujan, RASO is primary on calls. She states that it has been a relief to the dispatchers since the light was discontinued. Also, that RASO is working with OOPD, NMSP, SCPD and EPD and they are all working well together and everything is going very smoothly. RASO School Resource Officers are visible at the schools at all times and Lt. Randy Sanches of RASO will continue to be the sex offender liaison.

Director Griego continues her report and informs the Board that the radio installation was completed in dispatch. There were some glitches with the grounding, but was taken care of. Currently, we are now installing our DFA funded 911 System upgrade. She informs the Board that all staff are currently training on it and are very happy with the upgrade. Also, the Association of Counties during the legislative session will take place and herself and her command staff will be attending. Regarding the renovation and expansion, she believes there will be meeting in January on that issue. The JPA is on the Secretary of State's desk waiting for a signature. She informed them that she met with Lt. Governor John Sanchez on October 21st and that it was a very successful meeting. In addition, Santa Clara Pueblo is in interested in joining the 911 Center. Officer Randy Trujillo has reached out to me and as soon as their Chief comes back from sick leave we will meet on that. Furthermore, she informs the Board that in their packets, there is a statistics report. Lastly, she informs the Board that E-911 staff is overwhelmed on Saturday and Sunday mornings with burn permit calls. She states that other counties have the residents call to the Fire Marshal's office and leave a message with their name, phone number and permit number, which probably works well. She is hopeful that they can follow with that, get a meeting together and come to some type of conclusion.

IX. Executive Session - Pursuant to Article 15, Section 10-15-1 of NM State Statute Litigation

Chairman Montoya asks the Director if there is a need for Executive Session; she responds that there is.

Chairman Montoya entertains a motion for executive session.

**Motion made by Vice-Chairman Russom to enter into Executive Session
Second by City Manager Duran**

Roll Call by Director Griego

Chair Montoya	Yes
Vice-Chairman Russom	Yes
EM DeVarags	Yes
Chief Gallegos	Yes
City Manager Duran	Yes
Captain Thorton	Yes
Officer Mike Cata	Yes
Mr. Salazar	Yes

Chairman Montoya states that there are enough Board Members to enter into Executive Session.

The E-911 Board of Director's retires into the Council Chambers and entered Executive Session at 12:08 pm .

The E-911 Board of Director's enters the Council Room.

Chairman Montoya reconvenes the regularly scheduled meeting at 12:29 pm in the City Council Chambers. He states that no action was taken in Executive Session.

Vice-Chairman Ron Russom requests a roll call of the Board.

Roll Call:

**Chairman Montoya
Vice-Chairman Ron Russom
Emergency Manager Mateo DeVarags
Chief Richard Gallegos
City Manager Kelly Duran
Captain Robert Thorton
Officer Mike Cata
Mr. Phillip Salazar**

X. Adjournment

Chairman Montoya entertains a motion for adjournment.

**Motion Made by Vice-Chairman Ron Russom
Second by EM DeVargas
No Discussion
Approved Unanimously**

Meeting Adjourned was adjourned at 12:32 pm.

Approved this ____ day of _____, 2015.

Ron Russom, 911 Board Chairman